

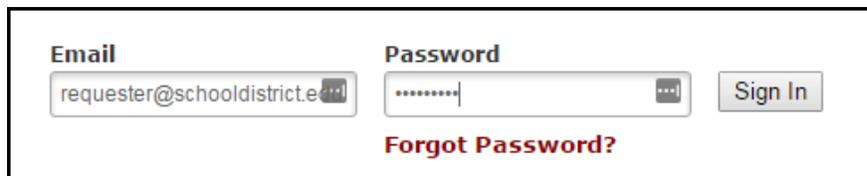
Incident Requester Guide

How to Register/Log in

- 1.) Open your Internet Browser (Internet Explorer, Firefox, etc). Click on the following link, or copy and paste it into the web browser:

<https://login.myschoolbuilding.com/msb?acctNum=1009698816&productID=ITD>

If you have put in requests in the past and are a current requester you need to create your new password to log into My School Building. To do that click the **Forgot Password? link and enter your email address. We'll send you instructions for resetting your password. Then sign in once you have created your password.



The screenshot shows a login interface with two input fields: 'Email' containing 'requester@schooldistrict.e...' and 'Password' containing '.....'. To the right of the password field is a 'Sign In' button. Below the password field is a red link labeled 'Forgot Password?'.

If you are submitting your first request, you must enter registration information first. **Note: Your registration will be complete **after you submit your first work request.*

- Enter the **Account Number** provided by your Administrator. **1009698816**
- Enter your **First and Last Name**, as well as your **Phone Number** and **Email Address**.
- Type the **Password** you would like to use to log into your SchoolDude account and confirm it. The password you choose must be 6 characters long.
- Click **Register** to go to the work order request form.



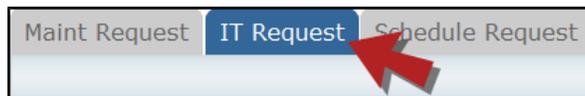
The screenshot shows a 'Register' form with the following fields: 'Account Number' (12345), 'First Name' (Joe), 'Last Name' (Requester), 'Phone Number' (555-555-5555), 'Email' (joe.requester@schooldistrict.edu), 'New Password' (.....), and 'Confirm Password' (.....). A 'Register' button is at the bottom. A note below the password fields states: 'Passwords are case sensitive and must be at least six characters long.'

The Dude Says:

To create a shortcut to your desktop, find a blank area on this screen and right click on your mouse. You will have the option to create a shortcut or add to your favorites. Creating a shortcut will add an icon to your desktop. You can double click it the next time you want to sign in.

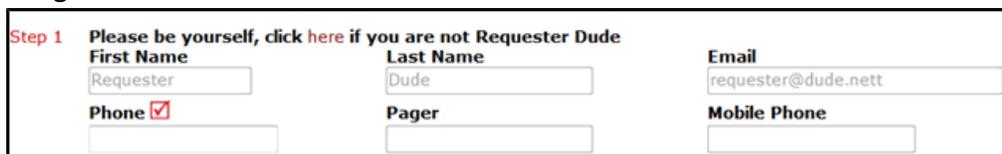
How to Submit a Request

- Make sure you are on the **IT Request** tab at the top of the screen.

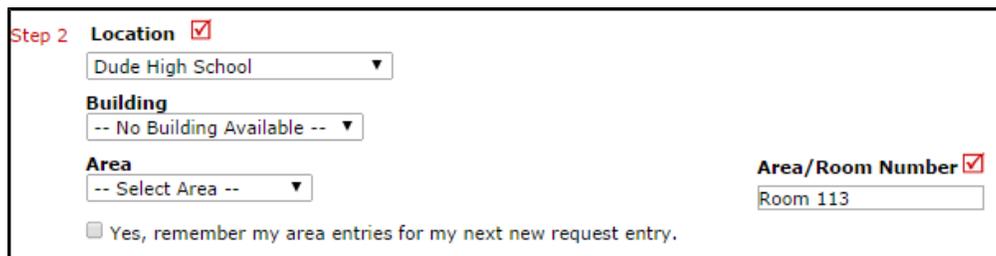


**Note: Any field marked with a red checkmark is a required field.*

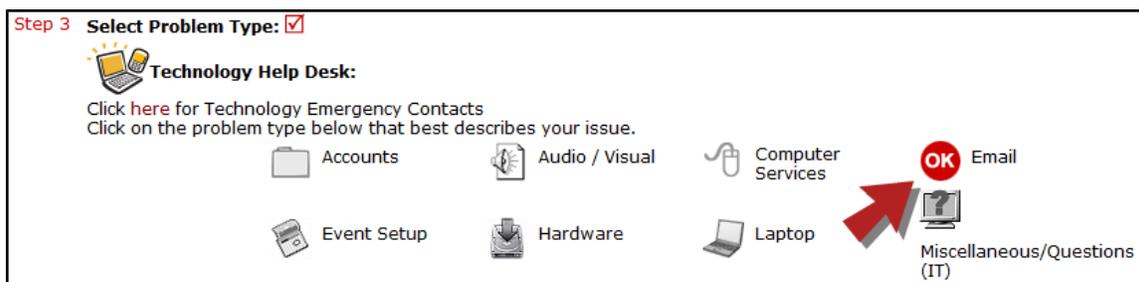
- **Step 1:** These fields will already be filled in with your contact information according to how it was entered upon registration.



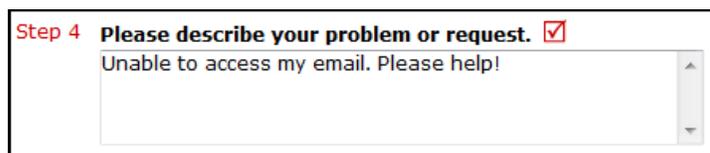
- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** (if available) and **Area**. Also, be sure to type in the area description or room number in the **Area/Room Number** field.



- **Step 3:** Select the **Problem Type** that best describes the request/issue you are reporting.



- **Step 4:** Type in a **Description** of the problem.



- **Step 5:** Depending on the technology problem type you selected in Step 3, there may be extra questions to answer here that will give more detail about your request. Fill out the **Questionnaire** and remember that any fields with a red checkmark beside it are required.
- **Step 6:** Enter a **Tag Number** if necessary for a specific piece of equipment that needs to be worked on.
- **Step 7:** Enter a **Time Available**, such as a planning period, when workers can come by.
- **Step 8:** Select a **Purpose** for the work if applicable.

- **Step 9:** Attach a file to the request if necessary (i.e. a picture of damage or screenshot).
- **Step 10:** Type in the **Submittal Password**. **warriors**
- **Step 11:** Click the **Submit** button.

My Request Tab

You can view any requests that you have entered into the system by clicking on the **My Requests** tab. Hover your mouse over the **Shortcuts** link and click on **My IT Requests**. You will see a listing of any requests that you have entered into the system. You are also able to print out a listing of your requests by clicking on the printer icon.

Status	Incident ID	Area	Area Number	Location	Description	Action Taken	Request Date	Type	Complete Date
Work In Progress	199		123	Dude High School!	Computer not working	No Action Note	10/28/2008 3:12:00 PM	Computer Monitor	
New Request	286			Andrews High School	Test	No Action Note	7/9/2009 7:54:07 PM	Alarm Bell	

On the **My Requests** page you will see up-to-date information on your requests including the current status, incident ID number, and action taken notes. You can click on the number next to the status description in the **Request Totals** section to see all of your requests marked with that status. You can also search for any work order request by typing a key word into the **Search** box and clicking **GO**.